PRE-EMPLOYMENT **SCREENING PROGRAM**

Motor Carrier **Billing Manual**

Version 1.2

7/2011

NIC the people behind eGovernment®

MOTOR CARRIER **BILLING MANUAL**

Edition date: 7/2011
Version: 1.2

Pre-Employment Screening Program – Customer Service Team

Contact and Assistance Information:
The preferred method of contact is by e-mail:
Customer Support Email: PSPbilling@egov.com
Customer Support Phone: (877) 642-9499
Customer Support Phone Hours: Monday-Friday, 8 a.m. - 6 p.m. Eastern

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INTRODUCTION

Thank you for using the Pre-Employment Screening Program online motor carrier service!

As a PSP subscriber, you have access to the PSP Customer Database (CDB), powered by NIC Technologies. CDB offers an online view of your current and historic monthly invoices, as is your resource for PSP billing data.

- To use CDB, Internet access is required. Use your choice of Internet browser: Internet Explorer, Mozilla Firefox, Safari, or Google Chrome. (The system works best with Internet Explorer.)
- CDB requires a username and password. You must use the same credentials you use to access the PSP online service.

EMAIL **NOTIFICATIONS**

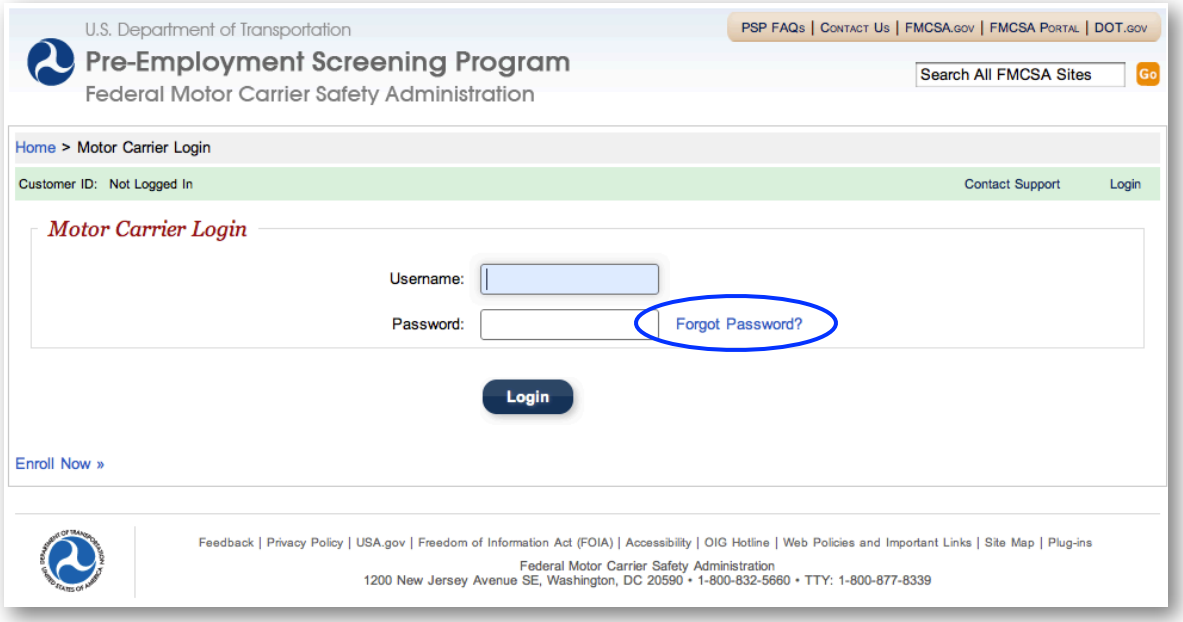
- The billing user on your company's account will receive a notification email each month from **PSPbilling@egov.com** when your invoice is ready to view.
- The email will contain a URL to the Customer Database. You can click this address anytime to access CDB. https://cmbs-admin-dot.cdc.nicusa.com/dot/cust-admin/login.html
- The email will provide the steps to generate your current invoice or a billing summary. This Manual provides more detail on the billing process.
- Email invoice notifications are sent once per month for all transactions completed during the previous month.
  - If you would like to change your billing user, please submit an email with the new billing contact to **PSPbilling@egov.com**.
  - It is the responsibility of your company to maintain an up-to-date billing email contact with the PSP customer service team.

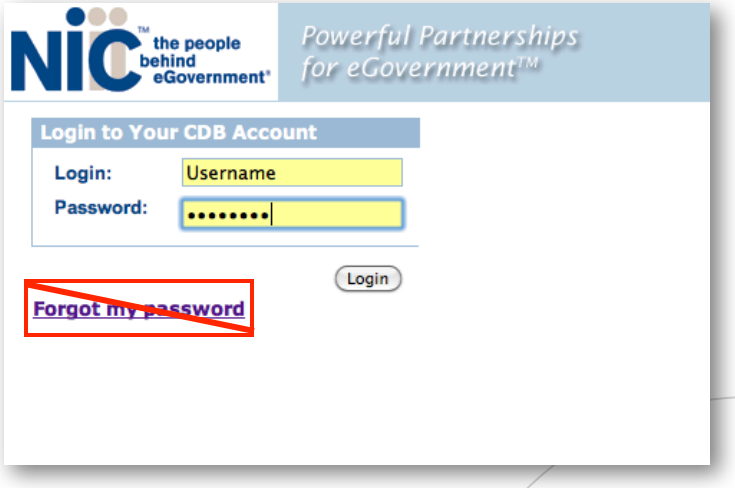
LOGIN **INSTRUCTIONS**

- Access CDB at the address: https://cmbs-admin-dot.cdc.nicusa.com/dot/cust-admin/login.html or via the link provided in your invoice notification email
- To log in to CDB, use your **PSP username and password**.
  - You must have an active PSP account to access CDB. Any motor carrier account user can access CDB, but only the billing user will receive the notification email.

LOGIN **DETAILS**

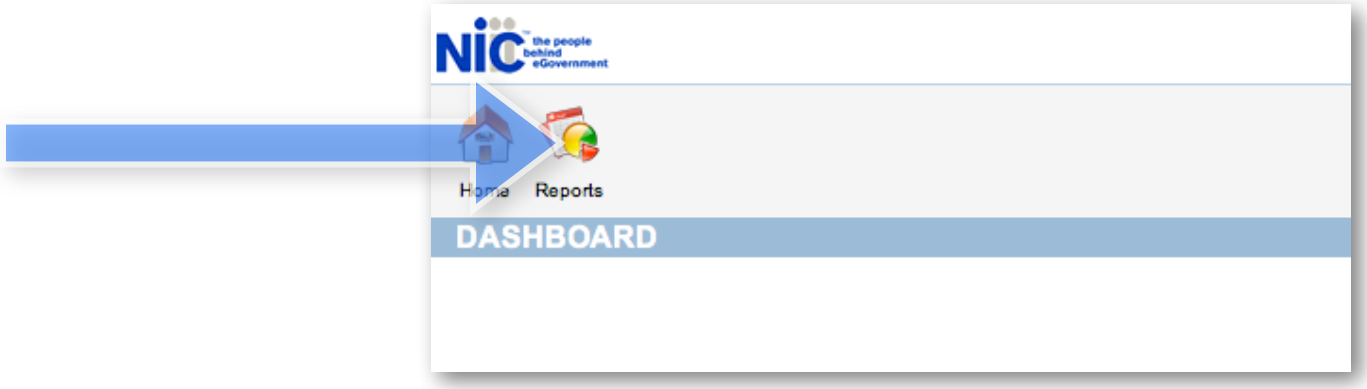
- Your username is your full email address, provided when you enrolled with PSP.
- If you have forgotten your PSP password, you will need to reset it through the PSP application, **not in CDB**. Please visit https://www.psp.fmcsa.dot.gov/psp/mc/Login.aspx. Click on the 'Forgot Password?' link and follow the instructions on screen.

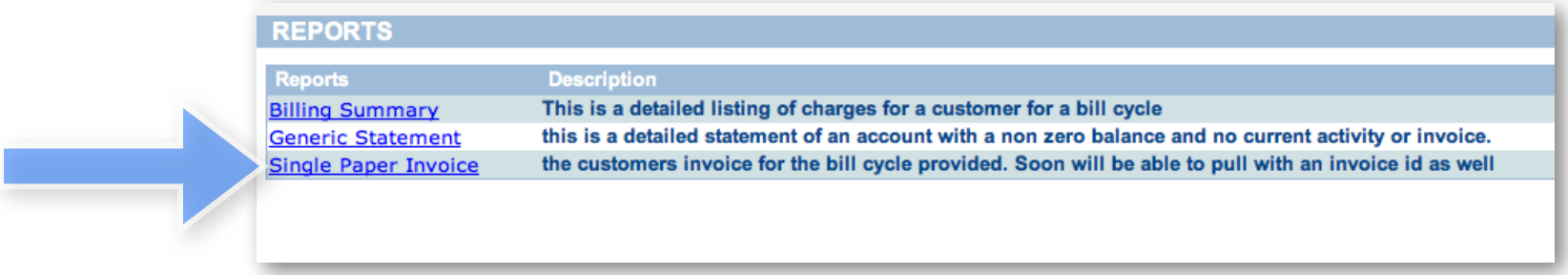




SINGLE MONTHLY **INVOICE**

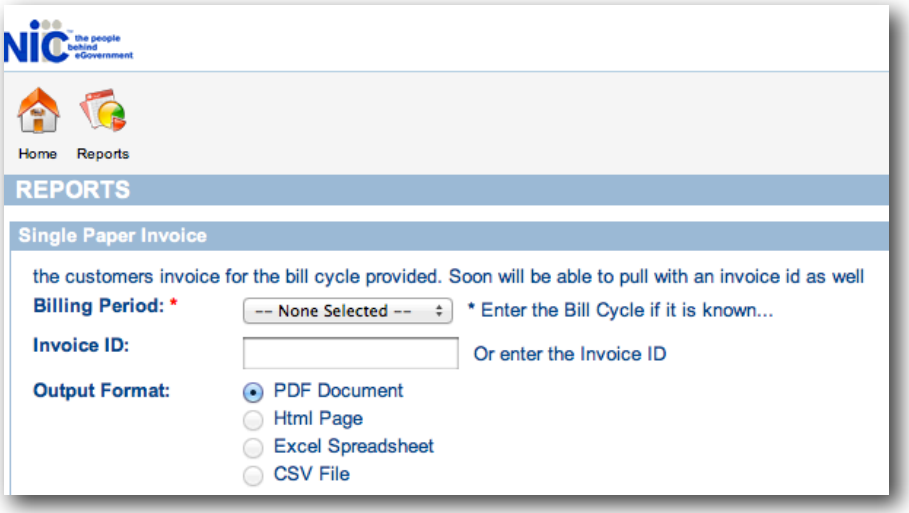
- Once logged in to CDB, you can request your monthly invoice.
  - Click on the *Reports* icon in the upper left-hand corner.
- Under Reports, click *Single Paper Invoice*.





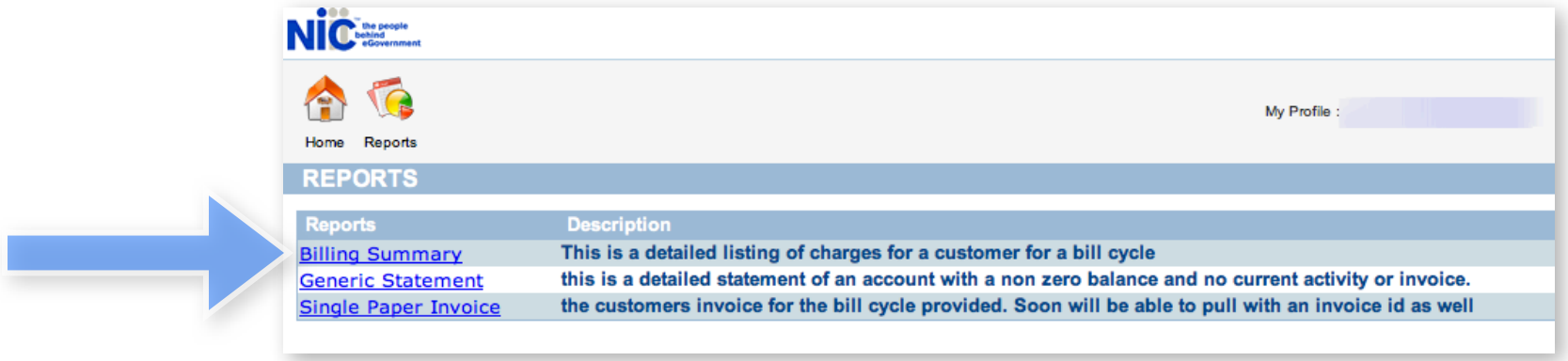
MONTHLY INVOICE **CONTINUED**

- Select the desired billing period. The format is previous month/year; for example, 042010 is the month of April, 2010.
- Invoices are generated one month in arrears.
- You may generate current or historic invoices.
- The “Invoice ID” field is not required. Entering an invalid value will return a blank invoice
- Click *Generate*. Your invoice is available as a PDF document. You can open, save and/or print this PDF



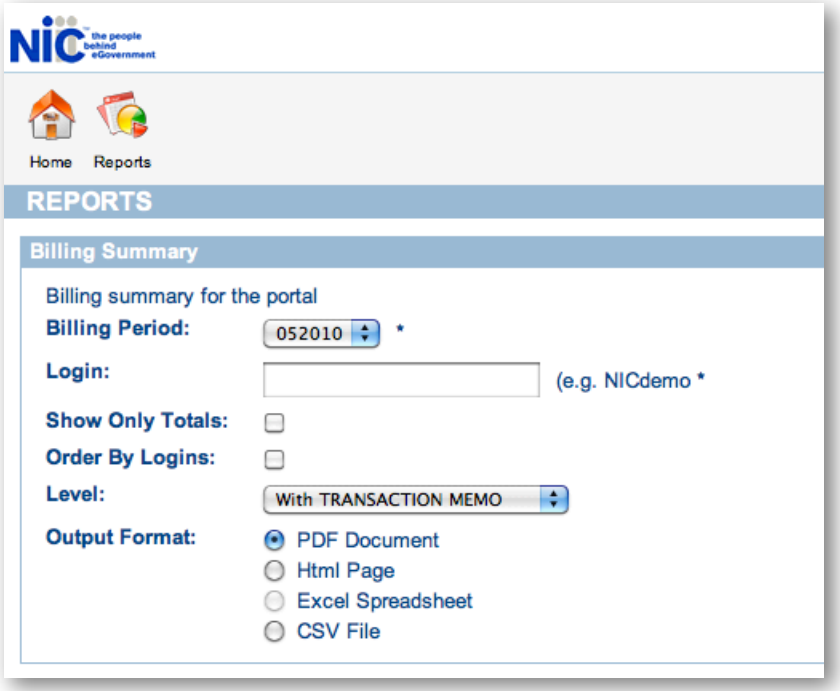
ITEMIZED **BILLING SUMMARY**

- If you are interested in an itemized monthly list of transactions, you may generate an itemized billing summary.
  - You may generate current or historic billing summaries.
- Click *Billing Summary* under *Reports*.



ITEMIZED **BILLING SUMMARY**

- Select the billing period (MM/YYYY).
- Enter your login ID (optional).
  - *Show Only Totals*: the report will display totals only, not an itemized list
  - *Order by Logins*: this feature is not available at this time (*a future enhancement will give you the ability to sort by user*)
  - *Level*: select with or without transaction memos
  - *Output Format*: select HTML document to view an on-screen report. Select PDF document to generate a PDF to view and save.



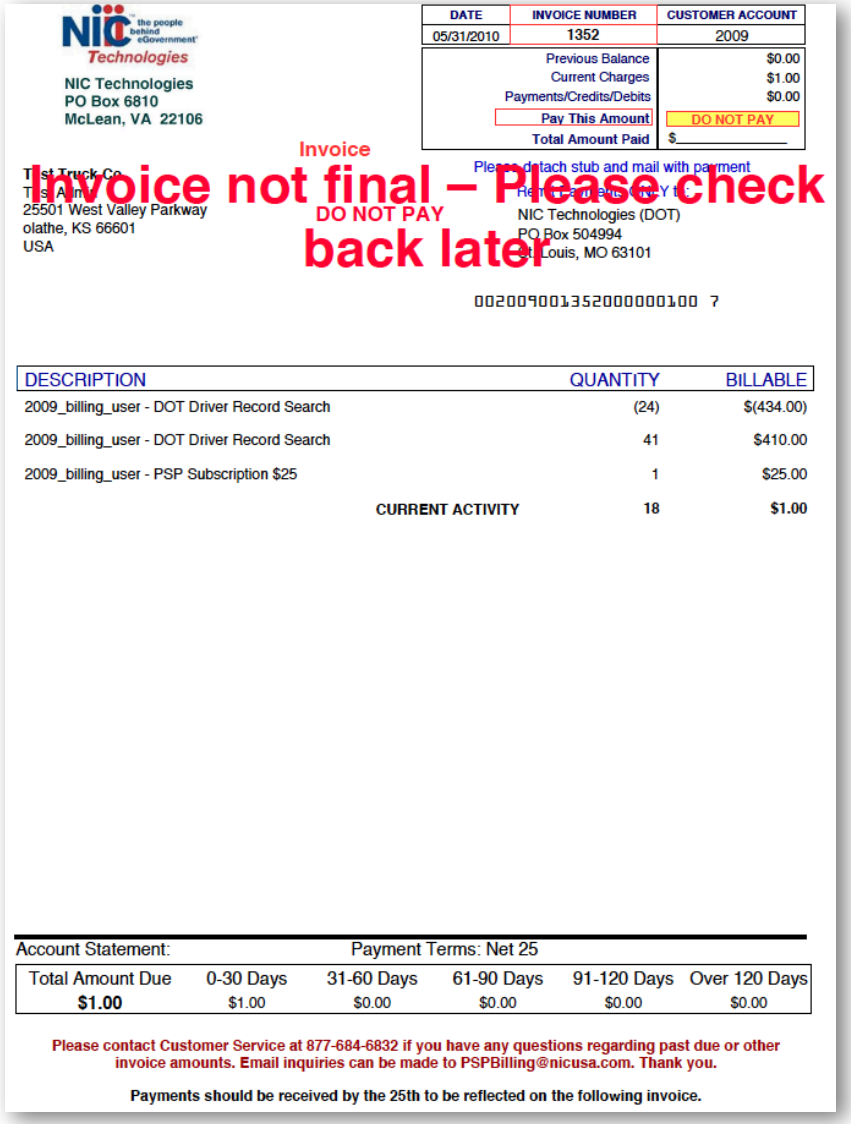
BILLING **SUMMARY**

- When processing a transaction, information added to the “Internal Reference” field will show on your monthly Billing Summary Report under the “Transaction Memo” column.
- This feature can be used to assist companies with record keeping and reconciliation efforts.

Account Summary for	2009		
Test Truck Co.			
25501 West Valley Parkway		Current Balance:	As Of 072010
olathe KS 66601		$0.00	$0.00

Date	Transaction	Login	Client Memo	Transaction Memo	Quantity	Cost
2010/07/06 11:11:23 am	DOT Driver Record Search	testp085@gmail.com			1	$10.00
2010/07/06 11:11:24 am	DOT Driver Record Search	testp085@gmail.com			1	$10.00
2010/07/06 11:14:07 am	DOT Driver Record Search	testp085@gmail.com			1	$10.00
2010/07/06 11:14:08 am	DOT Driver Record Search	testp085@gmail.com			1	$10.00

INVOICE **NOT FINAL**



NIC Technologies
PO Box 6810
McLean, VA 22106

DATE	INVOICE NUMBER	CUSTOMER ACCOUNT
05/31/2010	1352	2009

Previous Balance	$0.00
Current Charges	$1.00
Payments/Credits/Debits	$0.00
Pay This Amount	DO NOT PAY
Total Amount Paid	$_____

Invoice

Please detach stub and mail with payment

Invoice not final – Please check back later

DO NOT PAY

Test Truck Co
Test Attn
25501 West Valley Parkway
olathe, KS 66601
USA

NIC Technologies (DOT)
PO Box 504994
St Louis, MO 63101

0020090013520000000100 7

DESCRIPTION	QUANTITY	BILLABLE
2009_billing_user - DOT Driver Record Search	(24)	$(434.00)
2009_billing_user - DOT Driver Record Search	41	$410.00
2009_billing_user - PSP Subscription $25	1	$25.00
CURRENT ACTIVITY	**18**	**$1.00**

Account Statement: Payment Terms: Net 25

Total Amount Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days
$1.00	$1.00	$0.00	$0.00	$0.00	$0.00

Please contact Customer Service at 877-684-6832 if you have any questions regarding past due or other invoice amounts. Email inquiries can be made to PSPBilling@nicusa.com. Thank you.

Payments should be received by the 25th to be reflected on the following invoice.

- You may access your current invoice and billing summary at any time during the month.
- If the month's billing is not yet closed, you will see a warning message on the top of your invoice warning you that the information is not final.
- A previous month's invoice will be closed between (approximately) the third and fifth business day of a calendar month.